CITY OF HAYWARD
Development Services Department
Summary of Customer Survey Card Responses

FY14 — Based on 564 Survey Cards

	Excellent or Good	Fair or Poor
Overall, how is our service?	96%	4%
Courtesy of Receptionist	99%	1%
Courtesy of Professional Staff	98%	2%
Knowledge of Professional Staff	96%	4%

	YES	NO
Were you initially assisted within 15 minutes?	93%	7%
Did you get adequate information and were all your questions answered?	97%	3%

	30 Minutes or less	30-60 Minutes	More than 1 hour
How long was visit in total?	60%	27%	13%

Who assisted you?	Total
Building Division	261
Planning Division	197
Fire Department	76
Code Enforcement & Rental Housing	29
Other	0

Number of Visitors to the Permit Center	Total
Building Division	3376
Planning Division	1996
Building & Planning Divisions	259
Code Enforcement & Rental Housing	406
Development Engineering	396
Encroachment	224
Fire Department	927
General Inquiries	908
Total Number of Visitors	8492
% of customers who completed a survey card	6.62%

FY13 — Based on 222 Survey Cards

	Excellent or Good	Fair or Poor
Overall, how is our service?	97%	3%
Courtesy of Receptionist	98%	2%
Courtesy of Professional Staff	98%	2%
Knowledge of Professional Staff	98%	2%

	YES	NO
Were you initially assisted within 15 minutes?	97%	3%
Did you get adequate information and were all your questions answered?	96%	4%

	30 Minutes or less	30-60 Minutes	More than 1 hour
How long was visit in total?	68%	21%	11%

Who assisted you?	Total
Building Division	127
Planning Division	75
Fire Department	25
Community Preservation	4
Rental Housing	3
Other	0

Number of Visitors to the Permit Center	Total
Building Division	5087
Planning Division	2305
Building & Planning Divisions	247
Rental Housing	3
Development Engineering	170
Encroachment	76
Fire Department	1019
General Inquiries	584
Total Number of Visitors	9488
% of customers who completed a survey card	2.34%

FY12 — Based on 197 Survey Cards

	Excellent or Good	Fair or Poor
Overall, how is our service?	92%	8%
Courtesy of Receptionist	96%	4%
Courtesy of Professional Staff	96%	4%
Knowledge of Professional Staff	96%	4%

	YES	NO
Were you initially assisted within 15 minutes?	95%	5%
Did you get adequate information and were all your questions answered?	93%	7%

	30 Minutes or less	30-60 Minutes	More than 1 hour
How long was visit in total?	55%	29%	16%

Who assisted you?	Total
Building Division	114
Planning Division	81
Fire Department	32
Community Preservation	3
Rental Housing	0
Other	0

Number of Visitors to the Permit Center	Total
Building Division	4140
Planning Division	1884
Building & Planning Divisions	231
Rental Housing	0
Development Engineering	96
Encroachment	117
Fire Department	826
General Inquiries	653
Total Number of Visitors	7947
% of customers who completed a survey card	2.48%

FY11 — Based on 188 Survey Cards

	Excellent or Good	Fair or Poor
Overall, how is our service?	94%	6%
Courtesy of Receptionist	99%	1%
Courtesy of Professional Staff	95%	5%
Knowledge of Professional Staff	94%	6%

	YES	NO
Were you initially assisted within 15 minutes?	93%	7%
Did you get adequate information and were all your questions answered?	98%	2%

	30 Minutes or less	30-60 Minutes	More than 1 hour
How long was visit in total?	63%	27%	10%

Who assisted you?	Total
Building Division	115
Planning Division	74
Fire Department	30
Community Preservation	0
Rental Housing	1
Other	0

Number of Visitors to the Permit Center	Total
Building Division	5720
Planning Division	2996
Building & Planning Divisions	578
Rental Housing	1
Development Engineering	126
Encroachment	203
Fire Department	1561
General Inquiries	1333
Total Number of Visitors	12518
% of customers who completed a survey card	1.50%